



CHARLES W. GILCHRIST CENTER FOR CULTURAL DIVERSITY FY 2015 ANNUAL REPORT

VISION:

To help make Montgomery County a thriving multicultural community where every resident feels welcomed, participates civically, and contributes positively to the economy.

MISSION:

To be Montgomery County Government's welcome center where the County's diverse population can be connected to public and private services, volunteering, civic engagement, cross cultural activities, and economic empowerment.

WHAT IS THE GILCHRIST CENTER?

A WELCOME CENTER



A CELEBRATION OF MULTICULTURALISM

A LEARNING CENTER



AN INFORMATION & RESOURCE CENTER



A SPACE TO BUILD COMMUNITY



WE CONNECTED CLIENTS TO RESOURCES THROUGH DIRECT AND REFERRED SERVICES.

9,115

gained English as a Second Language (ESOL), Spanish or computer skills in volunteer-taught Gilchrist classes

8,490

referred to services by phone or in person

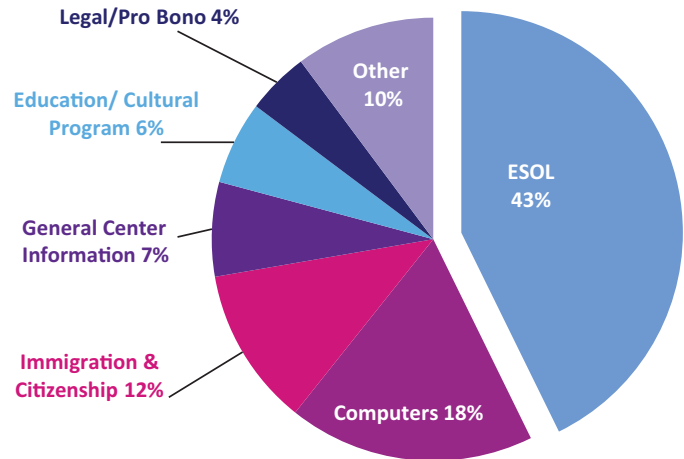
4,237

served through partners at Gilchrist Centers

118

number of classes taught this year

REFERRED SERVICES



2015 HIGHLIGHTS

- Opened an East County Office
- Expanded partnership with Montgomery College in East County
- Strengthened partnership with MCPS International Admissions Office for summer outreach
 - Assisted 794 minors and their families
 - Connected 220 families directly to programs/ services offered by government and NGOs

WE LINKED CLIENTS TO PARTNER ORGANIZATIONS TO MEET THEIR NEEDS

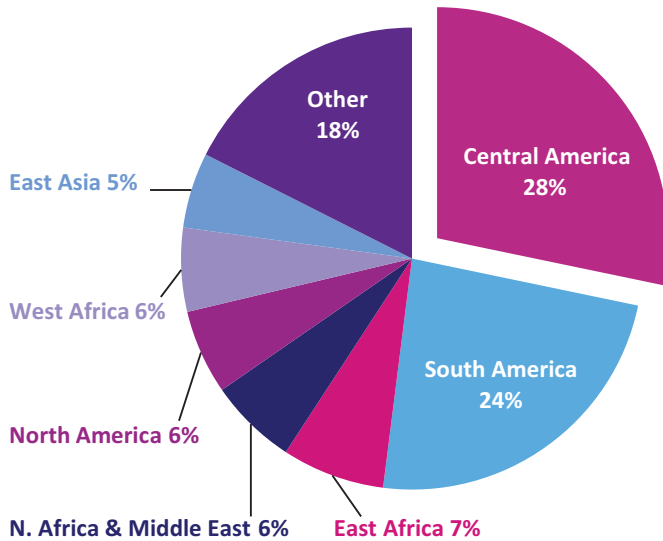
- **1,400+** colleagues provided with up-to-date information through Community News & Announcements.
- **3,000+** people served through partnerships with:
 - Montgomery College,
 - Literacy Council of Montgomery County,
 - Montgomery County Bar Foundation, and
 - Baltimore City Community College Citizenship Program
- Promoted immigrants' needs and activism via Quarterly Network meetings with **40+** organizations.
- The Gilchrist Center participated in more than **12** events and informed the general public of services, for example:
 - World of Montgomery Festival
 - MCPS Back to School Fair
 - Taste of Wheaton
 - Ama Tu Vida Multicultural Health Festival
 - World Refugee Day
 - MCPS International Admissions



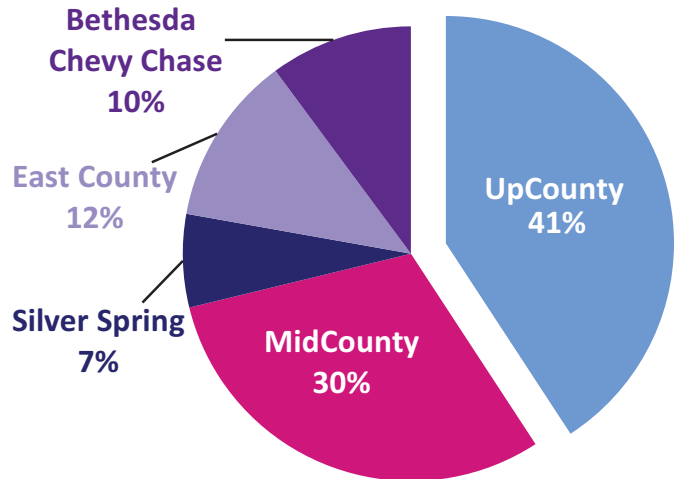
“Gilchrist [Center] has [a] good method to learn, [and is a] good place to study. [It] help[ed] me get citizenship and get me improve in English... Teachers and staff are good.”
– Student, Gilchrist Center 2015

WE HELPED OUR DIVERSE CLIENTELE BUILD SELF-SUFFICIENCY

GEOGRAPHIC ORIGINS



CLIENTS BY AREA



AS A VOLUNTEER...

- I have loved teaching the ESL classes. I love being with the adult students who are learning English. They inspire me! Their drive and determination to learn a new language and make a new life for themselves and their families is a powerful reminder to me and my family.

—Volunteer ESOL instructor for 3 years

- I love teaching adult ESOL. I work at the Wheaton Library location. The highlight has to be watching my adult students become empowered when they learn to communicate in English. This has happened because of the hard work by the Gilchrist staff to establish these classes.

—Volunteer ESOL instructor for 1 year



WE BUILT CULTURAL COMPETENCY AND COMMUNITY THROUGH VOLUNTEER DEVELOPMENT.

143 volunteers taught classes and provided program support

6,485 total volunteer hours

\$149,609 leveraged in volunteer hours*

*Value based on number of volunteer hours times national estimated value of volunteer time as stated by https://www.independentsector.org/volunteer_time

“*Gilchrist Center [is a] pioneer that makes [an] unfamiliar person to give [an] initial ... boost-up.*

– Student, Gilchrist Center 2015”

THANK YOU

The Gilchrist Center thanks all the volunteers who have given their time, enthusiasm, understanding and energy to our work. We have succeeded in all we have done thanks to you!



JOIN US IN OUR WORK!

Become an ambassador for your community and welcome our new neighbors!
Contact 240.777.4940 for more information. Or download the application from from the
Gilchrist Center's website at www.montgomerycountymd.gov/gilchrist.

Contact Information:

Bruce Adams,
Director of the Office of Community Partnerships
Kaori Hirakawa, Program Manager I
Anna DeNicolo, Program Specialist I
Nestor Alvarenga, Up-County Representative
Daniel Koroma, East County Representative

Main Number: 240.777.4940

Web: www.montgomerycountymd.gov/gilchrist

E-mail: Gilchrist.Center@montgomerycountymd.gov

 [/GilchristCenterForCulturalDiversity](https://www.facebook.com/GilchristCenterForCulturalDiversity)

Locations:

Headquarters: Mid- County Regional Services Center
2424 Reddie Drive, Suite 220, Wheaton, MD 20902
240.777.4940

Wheaton Library Site:
11701 Georgia Avenue, Wheaton, MD 20902
240.777.4950

Gaithersburg Library Site:
18330 Montgomery Village Avenue, Gaithersburg, MD 20879
240.777.4960

Upcounty Regional Services Center Site:
12900 Middlebrook Road, Germantown, MD 20874
240.777.6950

East County Regional Services Center Site
3300 Briggs Chaney Road, Silver Spring MD 20904
240-777-8406

STUDENTS SAY, "THE GILCHRIST CENTER HELPED ME..."

- By providing information as well as a chance to enroll in classes which we need.
- So that I am no longer afraid of the English language.
- Know about services by Gilchrist Center. Then I choose the service I need.
- Improve as well as upgrade my ability for independence.
- Learn to write my resume and cover letter, and prepare for a successful interview.
- So that I was able to write this letter because of the class at the Gilchrist Center.

